

IN THE CLAIMS

1. **(Previously Presented)** A method for reporting a value of a key performance indicator comprising:

receiving information identifying a selected key performance indicator to monitor;

identifying at least one business event associated with the selected key performance indicator;

receiving a business event message indicating an occurrence of the business event, the business event message including business data describing the business event;

in response to receiving the business event message, electronically determining, using a processor, the value of the key performance indicator based on the business data; and

displaying the determined value of the key performance indicator via a contextual visualization interface; and

wherein the business event message further includes a successor event and an expected time period indicating when the successor event is expected to occur, and further comprising:

determining that the expected time period has been reached;

determining whether the successor event has occurred; and

based at least in part on determining that the expected time period has been reached and that the successor event has not occurred, displaying a message for the successor event.

2. **(Previously presented)** A method according to claim 1, wherein the business event message describes a reference event.

3. **(Previously presented)** A method according to claim 1, wherein the business event message describes a change event.

4. **(Previously presented)** A method according to claim 1, wherein the business event message describes a threshold event.

5. **(Previously presented)** A method according to claim 1, wherein the business event message describes a task completion event.

6. **(Previously presented)** A method according to claim 1, wherein the business event message describes a task failure event.

7. **(Previously presented)** A method according to claim 1, wherein the key performance indicator is a prediction, and the step of determining includes applying predictive logic to the business data.

8. **(Canceled)**

9. **(Previously Presented)** A system for reporting a value of a key performance indicator, comprising:

a processor configured to execute a workflow manager operable to:

receive a selection of a key performance indicator;

identify a business event affecting the value of the key performance indicator;

receive a business event message indicating an occurrence of the business event, the business event message including business data describing the business event;

in response to receiving the business event message, determine the value of the key performance indicator based on the business data; and

output the determined value of the key performance indicator; and

a contextual visualization in connection with the workflow manager operable to display the value of the key performance indicator; and

wherein the business event message further includes a successor event and an expected time period indicating when the successor event is expected to occur, and wherein the processor is further configured to:

determine that the expected time period has been reached;

determine whether the successor event has occurred; and

based at least in part on determining that the expected time period has been reached and that the successor event has not occurred, display a message for the successor event.

10. **(Previously Presented)** An apparatus for reporting a value of a key performance indicator, comprising:

- a processor; and
- a memory connected to said processor storing a program to control operation of said processor;

the processor configured to:

- receive a selection of a key performance indicator;
- identify a business event affecting the value of the key performance indicator;
- receive a business event message indicating an occurrence of the business event, the business event message including business data describing the business event;
- in response to receiving the business event message, determine the value of the key performance indicator based on the business data;
- display the determined value of the key performance indicator; and

wherein the business event message further includes a successor event and an expected time period indicating when the successor event is expected to occur, and wherein the processor is further configured to:

- determine that the expected time period has been reached;
- determine whether the successor event has occurred; and
- based at least in part on determining that the expected time period has been reached and that the successor event has not occurred, display a message for the successor event.

11. **(Canceled)**

12. **(Previously presented)** The method of Claim 1, further comprising:
determining whether to request additional information about the business event based at least in part on the business data included in the business event message;
requesting the additional information from an information provider; and
wherein electronically determining the value of the key performance indicator comprises electronically determining the value based at least in part on the business data and the additional information.

13. **(Canceled)**

14. **(New)** The method of Claim 1, further comprising:
maintaining a message queue;
storing the business event message in the message queue until it is determined that the expected time period has been reached and that the successor event has not occurred; and
generating a message indicating that the successor event is now overdue.

15. **(New)** The method of Claim 14, further comprising:
purging the business event message from the message queue when it is determined that the expected time period has been reached and that the successor event has not occurred.

16. **(New)** The system of Claim 9, wherein the processor is further operable to:
maintain a message queue;
store the business event message in the message queue until it is determined that the expected time period has been reached and that the successor event has not occurred; and
generate a message indicating that the successor event is now overdue.

17. **(New)** The system of Claim 16, wherein the processor is further operable to:
purge the business event message from the message queue when it is determined that the expected time period has been reached and that the successor event has not occurred.

18. **(New)** The apparatus of Claim 10, wherein the processor is further configured to:

maintain a message queue;
store the business event message in the message queue until it is determined that the expected time period has been reached and that the successor event has not occurred; and
generate a message indicating that the successor event is now overdue.

19. **(New)** The apparatus of Claim 18, wherein the processor is further configured to:

purge the business event message from the message queue when it is determined that the expected time period has been reached and that the successor event has not occurred.